

Customer Advisory on Billing for State and Local Fire Customers

As a temporary measure for the duration of the 2014 fire season, GSA is accepting orders from state and local fire agencies and forwarding those orders to DLA for fulfillment, which includes DLA shipping the items to you.

DLA processes a bill against the items shipped and sends that bill to GSA usually with 30 days after the shipment; GSA reconciles and validates the bills against the shipments; GSA enters the bills into our accounting system; and, GSA can then bill the ordering agency for those items DLA shipped to you against the order.

Please note that:

1. GSA no longer mails paper invoices.* Customers need to register at vcss.gsa.gov in order to view or download their invoices online. Access to this site must be accomplished through Internet Explorer. For assistance in registering on the VCSS website, please contact:

GSA Financial Systems Service Desk: (866) 450-6588
Email: OCFOServiceDesk@gsa.gov

2. Due to the ordering process outlined above, invoices will take longer to appear than has been “normal” in recent years. Generally speaking, invoices will not be available until approximately 30 to 45 days after shipment of products.

3. For discrepancies on orders, please contact DLA’s Customer Interaction Center (available 24/7) at 1-877- DLA-CALL (1-877-352-2255).

4. For questions on GSA billing, State and Local agencies who are USDA cooperators (e.g. AAC with 12XXXX) may contact Quinda Burns at (816) 926-5715 or email raquinda.burns@gsa.gov. General questions on Billing/Payment may also be sent to <mailto:KC-Accts-Receivable-Finance@gsa.gov>.

* This change, to improve sustainability and streamline the flow of customer information, was made in January 2014 and applies to all GSA customers, not just wildland fire users.